California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Name: <u>Frontier Communications Southwest Inc.</u>			U	J#:	<u>U-1026-C</u>	Report Year:	<u>2021</u>	
Reporting Unit Type:	☑ Total Company	☐ Exchange	☐ Wire Center	R	Reporting Unit	Name:	FC of the Southwest Inc		

Customers Act # for voice or bundle, res-bus 2.355 2.322 2.306 2.206 2.271 2.225	Measurement (Compile monthly, file quarterly)			Date filed (05/15/21)			Date filed (08/15/21)			Date filed (11/15/21)			Date filed (02/15/22)		
Customer Trouble Report Customer Trouble Report				1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
Customer Trouble Report			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Fig.		Customers	Acct # for voice or bundle, res+bus	2,355	2,322	2,306	2,286	2,271	2,225						
Section Page For to the overlang lines for the protein Total # of trouble reports Total # of touble reports Total # of trouble reports Total # of	Customer Trouble Report														
Variety Var	≝ -		Total # of working lines												
Section Sec			Total # of trouble reports												
Total # of trouble reports 0.02 0.01 0.01 0.01 0.02 0.01 0.01 0.02 0.01 0.01 0.02 0.02 0.01 0.01 0.02 0.02 0.01			% of trouble reports												
Total # of trouble reports 0.02 0.01 0.01 0.01 0.02 0.01 0.01 0.02 0.01 0.01 0.02 0.02 0.01 0.01 0.02 0.02 0.01		90/ /9 per 100 working lines for	Total # of working lines	1,931	1,903	1,903	1,895	1,865	1,827						
Section Total # of trouble reports 0.02 0.01 0.01 0.01 0.02 0.01 0.01 0.02 0.02 0.01 0.01 0.02 0.02 0.01 0.01 0.02 0.02 0.01 0.			Total # of trouble reports	37	17	26	15	16	30						
Total # of trouble reports Coulor Coulor			% of trouble reports	0.02	0.01	0.01	0.01	0.01	0.02						
Units w/ ≤ 1,000 lines Ottola # of thouble reports O.02 O.02 O.01 O.01 O.01 O.01 O.01 O.01			Total # of working lines	1,335	1,325	1,321	1,304	1,286	1,259						
Mode of the ports 0.02 0.01 0.01 0.01 0.01 0.01 0.01			Total # of trouble reports	22	20	15	12	7	13						
Adjusted Out of Service Report Min. standard = 90% within 24 hrs My. outage duration of all outages (hh:mm) Total # of repair tickets restored in ≤ 24 hrs Min. standard = 90% within 24 hrs Mon. No		units w/ = 1,000 inles)	% of trouble reports	0.02	0.02	0.01	0.01	0.01	0.01						
Out of Service Report % of repair tickets restored ≤ 24 Hours 96.00% 100.00% 100.00% 100.00% 95.45% Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 271.89 192.14 195.55 138.09 133.96 228.14 Avg. outage duration (hh:mm) 10.88 12.01 9.31 13.81 10.30 10.37 Indicate if catastrophic event is in month No No No No No No Unadjusted Total # of repair tickets restored ≤ 24 Hours 31 18 26 15 15 23 Out of Service Report % of repair tickets restored ≤ 24 Hours 74.19% 66.67% 76.92% 73.33% 86.67% 91.30% Sum of the duration of all outages (hh:mm) 800.94 364.82 537.71 389.37 261.38 307.87 Refunds Number of customers who received refunds of customers who received refunds who refunds 0 0 0 0 0 2 Answer Time (Trouble Reports, Billing & Total # of calls for TR, Billing & Non-billing 105,117 97,600			Total # of outage report tickets	25	16	21	10	13	22						
Min. standard = 90% within 24 hrs Sum of the duration of all outages (hh:mm) 271.89 192.14 195.55 138.09 133.96 228.14			Total # of repair tickets restored in ≤ 24hrs	24	16	21	10	13	21						
Sum of the duration of all outages (In:mm) 271.99 192.14 193.55 138.09 133.96 228.14			% of repair tickets restored ≤ 24 Hours	96.00%	100.00%	100.00%	100.00%	100.00%	95.45%						
Indicate if catastrophic event is in month No No No No No No No N	Min.	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	271.89	192.14	195.55	138.09	133.96	228.14						
Total # of outage report tickets 31 18 26 15 15 23			Avg. outage duration (hh:mm)	10.88	12.01	9.31	13.81	10.30	10.37						
Unadjusted Total # of repair tickets restored in ≤ 24hrs 23 12 20 11 13 21 Out of Service Report % of repair tickets restored ≤ 24 Hours 74.19% 66.67% 76.92% 73.33% 86.67% 91.30% Sum of the duration of all outages (hh:mm) 800.94 364.82 537.71 389.37 261.38 307.87 Avg. outage duration (hh:mm) 25.84 20.27 20.68 25.96 17.43 13.39 Refunds Number of customers who received refunds Monthly amount of refunds 0 0 0 0 2 Monthly amount of refunds \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$2.81 Answer Time (Trouble Reports, Billing & Total # of calls for TR, Billing & Non-billing 105.117 97.600 110,229 96.921 89,007 93,382 Answer Time (Trouble Reports, Billing & Total # of call seconds to reach live agent 1,404,605 3,860,292 4,751,905 3,690,763 2,203,102 1,927,176			Indicate if catastrophic event is in month	No	No	No	No	No	No						
Out of Service Report % of repair tickets restored ≤ 24 Hours 74.19% 66.67% 76.92% 73.33% 86.67% 91.30% Sum of the duration of all outages (hh:mm) 800.94 364.82 537.71 389.37 261.38 307.87 Avg. outage duration (hh:mm) 25.84 20.27 20.68 25.96 17.43 13.39 Refunds Number of customers who received refunds Monthly amount of refunds 0 0 0 0 2 Monthly amount of refunds Total # of calls for TR, Billing & Non-billing \$0.00 \$0.00 \$0.00 \$0.00 \$2.81 Answer Time (Trouble Reports, Billing & Total # of calls seconds to reach live agent 1,404,605 3,860,292 4,751,905 3,690,763 2,203,102 1,927,176	Out of Service Report		Total # of outage report tickets				15								
Sum of the duration of all outages (hh:mm) 800.94 364.82 537.71 389.37 261.38 307.87			Total # of repair tickets restored in ≤ 24hrs												
Avg. outage duration (hh:mm) 25.84 20.27 20.68 25.96 17.43 13.39 Number of customers who received refunds Monthly amount of refunds 50.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$2.81 Total # of calls for TR, Billing & Non-billing Total # of call seconds to reach live agent 1,404,605 3,860,292 4,751,905 3,690,763 2,203,102 1,927,176			% of repair tickets restored ≤ 24 Hours												
Number of customers who received refunds 0 0 0 0 0 0 2			Sum of the duration of all outages (hh:mm)	800.94	364.82	537.71	389.37	261.38	307.87						
Refunds Monthly amount of refunds \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$2.81 Total # of calls for TR, Billing & Non-billing 105,117 97,600 110,229 96,921 89,007 93,382 Answer Time (Trouble Reports, Billing & Total # of call seconds to reach live agent 1,404,605 3,860,292 4,751,905 3,690,763 2,203,102 1,927,176			Avg. outage duration (hh:mm)	25.84	20.27	20.68	25.96	17.43	13.39						
Monthly amount of refunds \$0.00 \$0.00 \$0.00 \$0.00 \$0.00 \$2.81	Refunds		Number of customers who received refunds		0	0	0								
Answer Time (Trouble Reports, Billing & Total # of call seconds to reach live agent 1,404,605 3,860,292 4,751,905 3,690,763 2,203,102 1,927,176			Monthly amount of refunds	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2.81						
			Total # of calls for TR, Billing & Non-billing	105,117	97,600	-, -	/ -		,						
N. 700 At	Ans														
Non-Billing) Min. standard = 80% of calls % within 60 seconds 94.2% 66.3% 64.7% 67.3% 90.6% 92.3%	Non-	-Billing) Min. standard = 80% of calls	% within 60 seconds	94.2%	86.9%	84.7%	87.3%	90.6%	92.3%						
within 60 seconds to reach live agent (w/	within 60 seconds to reach live agent (w/														

Primary Utility Contact Information

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a menu option to reach live agent)